

Survey of Air Service at Small and Non-Hub Airports

U.S. General Accounting Office

Click on the **"Log In"** button below to begin.
You will need the Username and Password we sent you by E-mail.

If you have questions about the survey, please contact either:

Steve Martin at (202) 512-3389 or martins@gao.gov

Dawn Hoff at (206) 287-4871 or hoffd@gao.gov

If you experience technical problems or have questions about how the web survey works, please contact:

Carl Ramirez at (202) 512-3721 or ramirezcz@gao.gov

Click on the button below to start this questionnaire.

Start log in

Sections

☐ Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

Survey of Air Service at Small and Non-Hub Airports

U.S. General Accounting Office

Welcome to the U.S. General Accounting Office's Survey of Small and Non-Hub Airports.

To begin the survey, please click on the "Next Section" button in the center of the screen.

Next section >

Print this page

Exit

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office

Sections

Survey of Air Service at
Small and Non-Hub
Airports

☒ Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

Introduction

You will need to use the scroll bar on the right hand side of the screen to read all the information on each page of this survey.

The U.S. General Accounting Office (GAO), the research arm of Congress, is reviewing commercial passenger air service to smaller communities, including the impact of the September 11, 2001, terrorist attacks. Congress has asked the GAO to answer the following questions:

1. How has the nature and extent of scheduled passenger air service to small U.S. communities changed between October 2000 and October 2001, including a specific accounting for effects associated with the September 11 terrorist attacks?

2. Besides that particular event, what key factors have driven these changes in scheduled passenger air service, and how have they influenced these changes?

As part of our review, we are conducting this survey of small and non-hub airports to determine what issues are affecting small community airports. The principal aims of this survey are to obtain information from each airport on service and security issues as well as costs--both before and after the terrorist attacks.

Your cooperation in completing this survey is essential for an accurate and timely report to the Congress on the current state of small community air service. To be included in our report, your response within 5 business days would be greatly appreciated.

GAO will take steps to safeguard the privacy of your responses. Your responses will go directly to the GAO web server and will not be shared with other airports or airlines. Survey results will be reported in summary form, and any discussion of individual answers or comments in our report will omit any information that could identify the respondent.

This questionnaire will take you about 45 minutes to complete, depending on the availability of data.

[< Previous section](#)[Next section >](#)[Print this page](#)

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

☒ How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

How to Move Through the Survey

To move from page to page you can use either:

- the buttons at the bottom of each page,
- the menu bar on the left side of the screen, or
- the arrow buttons on the navigation bar at the bottom of the screen.

To get more information on navigation, press the question mark button at the bottom-right of the screen.

To print a page (before or after you have filled it in with your responses), press the **"Print this page"** button at the bottom of each page.

[< Previous section](#)[Next section >](#)[Print this page](#)[Exit](#)

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

☐ How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

How to Start and Stop the Survey

To save your answers and temporarily exit the questionnaire at any time, press the "**Exit**" button at the bottom of a page, or the black square on the navigation bar.

To re-open your questionnaire and continue entering more responses or changing previous responses, come back to the web address we gave you, and re-enter your username and password. The questionnaire will restart at the last question you answered.

When you are finished responding to our questionnaire, make sure to click the "completed" answer in the last question on the last page. This tells us that you are finished and that we may use your answers. **Your answers will NOT be used unless you have completed this question.**

[< Previous section](#)[Next section >](#)[Print this page](#)[Exit](#)

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

☒ If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

If You Have Questions About the Survey

If you have any questions about the survey, please contact:

Steve Martin at (202) 512-3389
e-mail: martins@gao.gov

Dawn Hoff at (206) 287-4871
e-mail: hoffd@gao.gov

If you experience technical problems or have questions about how the
web survey works, please contact:

Carl Ramirez at (202) 512-3721
email: ramirezcz@gao.gov

[< Previous section](#)[Next section >](#)[Print this page](#)[Exit](#)

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

☒ Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

Background

Please answer these questions as they pertain to commercial air service
at your airport (**LOC-ID**).

1. First, we'd like to get some basic information about your airport (**LOC-ID**).
Please confirm or change the following data.

Please confirm or change the following data. *To enter an answer, click
or tab your cursor into the boxes below.*

Airport Name

Associated City

State

< Previous section

Next section >

Print this page

Exit

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

☒ Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

Enplanements

2. How many commercial passenger enplanements did your airport (LOC-ID) have in calendar year 2000? *Enter the approximate number in the box below.*

3. How many commercial passenger enplanements did your airport (LOC-ID) have in the following months? *Enter the approximate numbers in the boxes below.*

September 2000

October 2000

September 2001

October 2001

4. If your airport's (LOC-ID) passenger enplanements have **decreased** since September 11, 2001, please identify up to three primary reasons you believe they have decreased:

1st reason:

2nd reason:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

☐ Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

3rd reason:

< Previous section

Next section >

Print this page

Exit

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office



Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

☐ Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

Business/Leisure Passenger Mix

5. To what extent do you believe that your airport (LOC-ID) relies on business passenger traffic to maintain commercial air service? *Click one button.*
1. ☐ Very great extent
 2. ☐ Great extent
 3. ☐ Moderate extent
 4. ☐ Some extent
 5. ☐ Little or no extent
 6. ☐ Don't know
 7. ☒ No answer
6. We would like to get an idea of the mix of business and leisure passengers who used your airport (LOC-ID) both before and after the September 11 terrorists attacks.

Please indicate the **approximate** percentage of your total commercial passenger traffic comprised by business and leisure passengers for each period. *Enter whole percentages, using numeric digits only, totaling 100%*

The 12 months BEFORE September 11, 2001:

Business %

Leisure %

Total **100%**

SINCE September 11, 2001:

Business %

Leisure %

Total **100%**

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

☒ Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

7. If the mix of business and leisure passengers using your airport (LOC-ID) has changed significantly since September 11, 2001, please indicate up to three primary reasons **you believe** the mix has changed:

1st reason:

2nd reason:

3rd reason:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

☐ Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

8. Based on your general knowledge of commercial passenger traffic at your airport (LOC-ID), what are the primary institutional sources of your airport's business-related commercial passenger traffic (for example, major local employers or educational institutions, etc.)? *Please identify up to three sources by name below:*

1st source:

2nd source:

3rd source:

< Previous section

Next section >

Print this page

Exit

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

☒ Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

Your Airport's Market

9. We would like to get an indication of your airport's (**LOC-ID**) primary catchment area (the geographic area that supplies passengers to your airport) for the majority of the passengers it serves. Please estimate the approximate population and approximate geographic area that your airport serves in terms of average and maximum driving distance and time. *Enter numbers for population, miles, and minutes*

Population

Miles (average)

Miles (maximum)

Minutes (average)

Minutes (maximum)

10. Please list the airports, if any, with which your facility competes for **commercial passenger traffic**. *List up to three names and corresponding identifier codes.*

1st Airport Name

1st Airport Identifier

2nd Airport Name

2nd Airport Identifier

3rd Airport Name

3rd Airport Identifier

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

☐ Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

11. To what extent did your airport's (LOC-ID) community/catchment area experience the following conditions in 2001, **prior** to September 11?
Click one button in each row.

		Very great extent	Great extent	Moderate extent	Some extent	Little or no extent	Not applicable/No basis to judge	No answer
	A. The area experienced economic growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	B. The area experienced economic decline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	C. The airport had inadequate facilities and/or infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	D. Many local residents drove to another airport for airline service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	E. Many local residents used alternate transportation modes (train, bus, car, etc.) in lieu of flying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	F. Airport, private, local and/or state air service initiatives (financial subsidies, marketing assistance, etc.) were implemented	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	G. Other condition - <i>describe below</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF "OTHER CONDITION" -- Please describe:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

☐ Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

12. If you said that your airport (LOC-ID) experienced "Many local residents drove to another airport" to at least "some extent" in question 11.D., to what extent did the following factors account for residents driving to another airport, in your best judgment? *Click one button in each row.*

		Very great extent	Great extent	Moderate extent	Some extent	Little or no extent	Not applicable/No basis to judge	No answer
	A. To connect into the national air transportation system via different airlines or hubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	B. To access more frequent flights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	C. To obtain lower fares from a major airline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	D. To access a low-fare airline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	E. To avoid flying on turboprop aircraft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	F. To avoid unreliable air service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	G. To obtain hub connections at more convenient times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	H. Other factor - <i>describe below</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF "OTHER FACTOR" -- Please describe:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

☐ Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

13. What impact, if any, have the contractual relationships between regional airlines and their major airline partners had on the quality and quantity of your airport's (LOC-ID) commercial passenger service? *Click one button.*

1. ☐ Very positive impact
2. ☐ Somewhat positive impact
3. ☐ No impact
4. ☐ Somewhat negative impact
5. ☐ Very negative impact
6. ☐ Don't know
7. ☒ No answer

14. If you believe that the contractual relationships between regional airlines and their major airline partners have had an impact (whether positive or negative) on your airport's (LOC-ID) commercial passenger service, please describe the impact.

< Previous section

Next section >

Print this page

Exit

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office



Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

☐ Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

Impact of Terrorist Attacks

15. To what extent do you believe that your airport (**LOC-ID**) has experienced the following as a result of the terrorist attacks of September 11, 2001? *Click one button in each row.*

		Very great extent	Great extent	Moderate extent	Some extent	Little or no extent	Not applicable/No basis to judge	No answer
<input type="radio"/>	A. Airlines have reduced the frequency of service to/from the airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	B. One or more airlines have dropped all service to/from one or more locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	C. Airport's debt service costs have increased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	D. Airport's insurance situation has become more difficult (e.g., premiums increased, war liability insurance was cancelled)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	E. Airport's capital development projects have been delayed or halted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	F. Federal security regulations have become more stringent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	G. Local and/or state security regulations have become more stringent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	H. Other - <i>describe below</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF "OTHER" -- Please describe:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

☐ Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

16. To what extent do you think each of the following will occur at your airport (LOC-ID) as a result of the September 11, 2001 terrorist attacks? *Click one button in each row.*

		Very great extent	Great extent	Moderate extent	Some extent	Little or no extent	Not applicable/No basis to judge	No answer
<input type="radio"/>	A. My airport will experience increased costs to meet new federal security regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	B. My airport will experience decreased revenues as a result of complying with the new federal security regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	C. My airport's air service development efforts (such as airline incentive programs, consultant services) will have to be delayed, reduced, or eliminated due to increased costs and/or declining revenues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	D. My airport's capital development plans will have to be delayed or cancelled due to additional security costs and/or declining revenues (incl. AIP and PFC funds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	E. Other - <i>describe below</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF "OTHER" -- Please describe:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

☐ Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

17. What is your airport's (LOC-ID) total operations and maintenance (O&M) budget for 2001? *Please enter the approximate dollar amount.*

\$

18. What percent of the 2001 annual O&M budget has been used or committed (to date) to meet any new **federal** security requirements implemented after September 11? *Enter the approximate percentage.*

%

19. What is the estimated impact of the September 11 terrorist attacks on your airport's expected 2001 revenues? *Click one button.*

1. ☐ Increase in revenue
2. ☐ No change in revenue
3. ☐ Decrease in revenue
4. ☐ Don't know
5. ☒ No answer

20. If you indicated that revenue would increase or decrease, by approximately how much? *Enter the approximate dollar amount and percentage.*

Total dollar amount of change \$

Percent change from expected
(prior to Sept. 11) 2001 revenues %

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

☐ Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

21. In your best estimate, what were your airport's (LOC-ID) average annual security costs **before** September 11, and how much do you expect them to **increase** on an annual basis, if at all, as a result of the terrorist attacks of September 11?

Please **include** costs borne by your airport for federally-required measures such as:

- Conducting employee background checks and providing ID badges
- Terminal security costs
- Security-related certification requirements
- Portions of wages or other costs associated with security
- All security-related costs paid for with airport generated funds such as PFCs, parking revenue, and landing or other fees.

Please **exclude** costs paid by:

- Federal funding, such as AIP
- Airlines, for security in airline-controlled areas

Enter approximate dollar numbers.

Operating Costs:

Average annual security costs \$

Incremental increase in **average annual** security costs as a result of the September 11, 2001 terrorist attacks \$

Capital Costs:

Average annual security costs \$

Incremental increase in **average annual** security costs as a result of the September 11, 2001 terrorist attacks \$

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

22. Thinking about all of the costs your airport (**LOC-ID**) has incurred **so far** as a result of the more stringent federal security regulations imposed since September 11, 2001, approximately what percentage of these costs **did you fund** through each of the following sources? **Please note:** we recognize that some of the funding sources noted below may not be available for this purpose within the time frame we are asking about. *Enter whole percentages, using numeric digits only, totaling 100%.*

Airport Improvement Program (AIP) %

Passenger facility charges (PFCs) %

State aid (taxes, loans, grants, etc.) %

Local aid (taxes, loans, grants, etc.) %

Tax-exempt or special facility bonds %

Airport revenue (including new
or increased airline fees) %

Other funding source - *describe below* %

Total **100%**

IF "OTHER" FUNDING SOURCE -- Please describe:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

23. Thinking about all of the costs your airport (**LOC-ID**) might incur **in the next year** to comply with the more stringent federal security regulations imposed since September 11, 2001, approximately what percentage of these costs do you **expect** to fund through each of the following sources?

Please note: we recognize that some of the funding sources noted below may not be available for this purpose within the time frame we are asking about. *Enter whole percentages, using numeric digits only, totaling 100%.*

Airport Improvement Program (AIP) %

Passenger facility charges (PFCs) %

State aid (taxes, loans, grants, etc.) %

Local aid (taxes, loans, grants, etc.) %

Tax-exempt or special facility bonds %

Airport revenue (including new
or increased airline fees) %

Other funding source - *describe below* %

Total **100%**

IF "OTHER" FUNDING SOURCE -- Please describe:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

24. Some airports are planning or have implemented initiatives to encourage airlines to maintain service, to alleviate the financial burdens of concessionaires and fixed-base operators (FBOs), and to encourage public use of the airport. Please indicate which of the following initiatives, if any, your airport (LOC-ID) **is planning or has implemented** since the September 11 terrorist attacks. *Click one button in each row.*

	Yes	No	No answer
A. Reduced landing and other airline fees	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
B. Delayed payment of leases or other fees by airlines	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
C. Reduced parking fees for airport customers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
D. Forgave rent payments for concessionaires and/or FBOs for a fixed period	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
E. Made low-interest loans available for concessionaires and/or FBOs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
F. Other initiative - <i>describe below</i>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

IF "OTHER INITIATIVE" -- Please describe:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

☐ Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

25. How would you rate your satisfaction with the following aspects of your airport's (LOC-ID) commercial passenger airline service **before** September 11, 2001? *Click one button in each row.*

		Very Satisfied	Generally Satisfied	As Satisfied as Dissatisfied	Generally Dissatisfied	Very Dissatisfied	Not applicable/No basis to judge	No answer
	A. Number of daily departures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	B. Number of nonstop destinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	C. Number of carriers providing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	D. Number of low-fare carriers providing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	E. Number of airline hubs/focus cities that can be served directly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	F. Types of aircraft operated (turboprop, regional jet, large jet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	G. Other service aspect - <i>describe below</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF "OTHER SERVICE ASPECT" -- Please describe:

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

☐ Impact of Terrorist
Attacks

Additional Comments

Submit your Final
Answers

26. How would you rate your satisfaction with the following aspects of your airport's (LOC-ID) commercial passenger airline service **since** September 11, 2001? *Click one button in each row.*

		Very Satisfied	Generally Satisfied	As Satisfied as Dissatisfied	Generally Dissatisfied	Very Dissatisfied	Not applicable/No basis to judge	No answer
<input type="radio"/>	A. Number of daily departures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	B. Number of nonstop destinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	C. Number of carriers providing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	D. Number of low-fare carriers providing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	E. Number of airline hubs/focus cities that can be served directly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	F. Types of aircraft operated (turboprop, regional jet, large jet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	G. Other service aspect - <i>describe below</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF "OTHER SERVICE ASPECT" -- Please describe:

< Previous section

Next section >

Print this page

Exit

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office



Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

☒ Additional Comments

Submit your Final
Answers

Additional Comments

27. What actions do you believe would help small airports such as yours improve commercial passenger air service? (Please describe any such on-going or potential action that could be taken by airlines, airport authorities, or state/federal governments that would possibly improve commercial passenger service.)

28. Please describe any other issues you may have concerning commercial passenger air service at your airport (LOC-ID). (Feel free to also clarify any of your responses to earlier questions.)

[< Previous section](#)[Next section >](#)[Print this page](#)[Exit](#)

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office

Sections

Survey of Air Service at
Small and Non-Hub
Airports

Introduction

How to Move Through
the Survey

How to Start and Stop
the Survey

If You Have Questions
About the Survey

Background

Enplanements

Business/Leisure
Passenger Mix

Your Airport's Market

Impact of Terrorist
Attacks

Additional Comments

☐ Submit your Final
Answers

Submit your Final Answers

Please confirm or provide the following information so that we can
contact you if we have questions:

Name of Primary Respondent:

Title:

Telephone:

E-mail address:

Mailing Address:

29. **When you have completed the questionnaire, and want GAO to
use your responses, please click the "Completed" button below.**

1. ☐ Completed
2. ☒ Not completed

When you have completed this questionnaire, please press the **"Exit"**
button below to send this information to GAO and exit the questionnaire.

Thank you for your help!

< Previous section

Print this page

Exit

Record 283

Questionnaire Programming Language - Version 5.0
U.S. General Accounting Office